

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
 45 South Seventh Street
 Minneapolis, MN 55402-1609
 www.Oppenheimer.com

RECEIVED
 CENTRAL FAX CENTER

JAN 17 2007

FAX COVER LETTER

January 17, 2007

TO: ATTN: Office of Petitions
COMPANY: Commissioner for Patents
PHONE:
FAX: 571.273.8300

FROM: Rudolph P. Hofmann
DIRECT DIAL: (612) 607-7340
EMAIL: RHofmann@oppenheimer.com
RE: U.S. Patent Application No. 10/811,439
 Attorney Docket No.: 60021-378601

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that a Renewed Petition Under 37 CFR 1.137(b) is being facsimile transmitted on the date shown below, to Office of Petitions, Commissioner for Patents.



Janet Byrne

1-17-07

Date

This facsimile contains confidential information intended only for the use of the addressee(s) named above and may contain information that is legally privileged. If you are not the addressee, or the person responsible for delivering it to the addressee, you are hereby notified that reading, disseminating, distributing or copying this facsimile is strictly prohibited. If you have received this facsimile by mistake, please immediately notify us by telephone and return the original message to us at the address above via the Postal Service (we will reimburse postage). Thank you.

Originals: Not being sent

Completed by: Janet Byrne/7401

You should receive 1 page(s) excluding this page.
 If the transmission is incomplete, please call 612.607.7276 as soon as possible.

RECEIVED
CENTRAL FAX CENTERJAN 17 2007
P A T E N T

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert E. Wollan

Serial No: 10/811,439

Filed: March 26, 2004

Group Art Unit: 3623

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS

Examiner: Unassigned

Docket No: 60021-378601/US

ATTN: Office of Petitions
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450Certificate of Mailing/Transmittal
I hereby certify that this correspondence is being
facsimile transmitted to the USPTO (Fax. No.
571.273.8300) or deposited with the United States
Postal Service with sufficient postage as first class mail
in an envelope addressed to: Commissioner for Patents,
P.O. Box 1450, Alexandria, VA 22313-1450 on the date
shown below. 1-17-07
Janet Byrne Date

RENEWED PETITION UNDER 37 CFR 1.137(B)

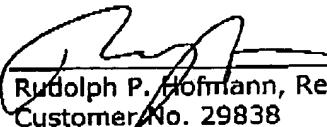
Dear Sir:

This is a renewed petition under 37 CFR 1.137(b) in response to the Office of Petitions' dismissal of our Petition for Revival of an Application for Patent Abandoned Unintentionally under 37 CFR 1.137(b) mailed August 21, 2006, in the above-identified application.

In response to Office of Petition requirement, the related International PCT Application (PCT/IB05/001011) was filed on March 29, 2005.

Applicants respectfully requests that the Petition for Revival be reconsidered.

Respectfully submitted,

By 

Rudolph P. Hofmann, Reg. No. 38,187
Customer No. 29838
OPPENHEIMER WOLFF & DONNELLY LLP
45 South Seventh Street, Suite 3300
Minneapolis, Minnesota 55402
Telephone: 612-607-7340